

Non-Emergency Transportation (NET): Questions and Answers for MaineCare Providers

Q: Who should medical, school-based service providers, or transportation providers call to schedule a trip for a MaineCare member?

If you need to contact a NET broker to schedule a trip for a MaineCare member, please use the phone number that is designated for medical providers, which is not the same number that members call to reach the brokers.

Using this dedicated phone number will expedite your call. The regional numbers are as follows:

Coordinated Transportation Solutions (CTS)

1-855-262-0851 (medical and school-based service providers)

1-855-262-0850 (transportation providers)

Penquis CAP 1-855-437-5883

Logisticare 1-877-659-1305

Q: Who should a MaineCare member or member representative contact to schedule a ride?

A: There are different brokers in each region. Members should have received a letter with contact information for the broker in their region. You can find a listing of brokers by region on MaineCare's [Non-Emergency Transportation \(NET\) webpage](#).

The regions and the brokers' contact information for members to use when scheduling a trip are as follows:

- [Region 1](#): All of Aroostook County, as well as Danforth and Patten. Coordinated Transportation Solutions, Inc. (CTS) 1-855-388-1068.
- [Region 2](#): All of Hancock County, including Isle au Haut, and all of Washington County excluding Danforth. Coordinated Transportation Solutions, Inc. (CTS) 1-855-388-1069.
- [Region 3](#): All of Penobscot County, excluding Patten; and all of Piscataquis County. Penquis Community Action Program 1-855-437-5883.
- [Region 4](#): All of Kennebec County and all of Somerset County. Coordinated Transportation Solutions, Inc. (CTS) 1-855-388-1070.

- [Region 5](#): All of Knox County, all of Lincoln County, all of Sagadahoc County, all of Waldo County, as well as Brunswick and Harpswell. Coordinated Transportation Solutions, Inc. (CTS) 1-855-388-1071.
- [Region 6](#): All of Cumberland County, except Brunswick and Harpswell. Coordinated Transportation Solutions, Inc. (CTS). 1-855-388-1072.
- [Region 7](#): All of Androscoggin County; all of Franklin County; and all of Oxford County except Porter, Hiram, Brownfield, Denmark, Sweden, Fryeburg, Lovell, Stow, and Stoneham. Coordinated Transportation Solutions, Inc. (CTS). 1-855-388-1073.
- [Region 8](#): All of York County, and Porter, Hiram, Brownfield, Denmark, Sweden, Fryeburg, Lovell, Stow, and Stoneham. Logisticare Solutions, LLC 1-877-659-1302.

Please note: The phone numbers below are for MaineCare members and member representatives. Medical providers can contact the brokers using designated phone numbers listed above this section of the webpage. Complaint phone lines are listed in the letters.

Q: Who should the MaineCare member or member representatives call if he/she is having issues with scheduling or with other complaints? How does the member report/resolve immediate issues with a specific ride?

A: MaineCare members and their representatives should contact the broker directly with complaints. The brokers are required to document and report complaints to MaineCare so we can ensure they are providing quality services. Members may also contact MaineCare Member Services (1-800-977-6740 or TTY: 711) if they are dissatisfied with the broker's response or are uncomfortable speaking to the broker with their complaint.

Regarding specific rides, the brokers will have a dedicated phone number for members to call if they are having issues with their ride (for example a driver has not arrived at the designated time).

The Member Complaint Lines for each region is listed below:

Region 3 - Penquis Community Action Program:
1-855-437-5884

Region 8 - Logisticare Solutions, LLC:
1-877-659-1303

Region 1, 2, 4, 5, 6, and 7- Coordinated Transportation Solutions, Inc.:

Region 1	855-388-1068	Region 5	855-388-1071
Region 2	855-388-1069	Region 6	855-388-1072
Region 4	855-388-1070	Region 7	855-388-1073

Q: Why is MaineCare making this change?

A: MaineCare is making this change to improve various aspects of Transportation. The brokers will be held to a high degree of accountability in member access, quality of service and responsiveness to issues. Through the Department's contract with the broker, specific and aggressive benchmarks will be utilized to ensure that the broker achieves the level of service required.

Q: Will there be different drivers than there were before?

A: Brokers may use the same drivers. Brokers may also bring in new drivers.

Q: What will change for MaineCare members?

A: Some members will see very little change in the actual transportation, as some of the community agencies, volunteers, specialized para-transit, etc. organizations will continue to provide transportation services. Other members may find new options available to them, such as receiving a public transit (bus) pass. The decision on what mode of transit a member receives will be based on the member's physical and behavioral needs. This decision will be made by the broker.

Q: What changes should the MaineCare member or member representative expect to see in the actual process of scheduling a ride, etc.?

A: The MaineCare member and/or the member's representatives should see very little change in how transportation is arranged. The MaineCare member or representative will now contact the broker, rather than the regional transportation provider to arrange the trip. For most trips, they must call the broker two (2) business days prior to the date of the medical or waiver service appointment.

In an urgent situation where it would be impossible to give such notice, the broker will arrange transportation the same day, if needed. Additionally, for members who have recurring appointments or services, the broker can set up a standing trip in advance.

The broker will confirm that the member is eligible for MaineCare transportation and that the trip is to a MaineCare covered service. They will then route the trips to the transportation providers, as appropriate, who will pick up the member.

Q: When should the MaineCare member start contacting the broker to begin scheduling transportation?

A: If the trip is to occur in July 2013, a member should use the existing system to schedule the ride. If the trip is to occur on or after August 1, 2013, members should call the broker in the appropriate region where he/she lives. The brokers' phone lines will open on July 22, 2013. For the complete list of brokers, see the [Non-Emergency Transportation \(NET\) webpage](#).

Q: Does the MaineCare member or member representative need to do anything if he/she is already established with a transportation agency? Are there any additional steps the member or representative will have to do to reapply or transfer to the new broker (if applicable)?

A: The brokers are working with the existing transportation companies to transfer existing scheduled trips for August. The member or member representative should call the broker to confirm existing scheduled trips for August have transferred.

Q: Can a MaineCare member see a provider anywhere in Maine?

A: The broker will provide transportation to the nearest medical service provider that is available to the member and provides the specific medical service(s) required by the member. For the purpose of determining if a provider is the nearest provider, any provider within 30 miles of the member's residence (if the member lives in an urban area), or 50 miles (if the member lives in a rural area), is considered the nearest provider.

Q: What are the policies regarding brokers discharging MaineCare members?

A: The broker is not able to deny services for eligible members taking properly scheduled eligible trips. The Department may place certain restrictions on members with recurrent behavioral issues. Restrictions could include: requiring an escort to be supplied by the member or the member's representative, limiting modes of transportation available, etc.

For the complete list of the broker contact information by region and other helpful information, go to the [Non-Emergency Transportation \(NET\) webpage](#).